

Title:	Electroservices (Midlands) Ltd. – Client Area Website User Guide (Ref: ESCLWEB001_r2)
Last Updated:	1 st July 2011
Category:	Website
Revision:	2

Summary:

This document is intended as a user guide on the client area, within the Electroservices website.
www.electroservices.biz

***Please note this document is for illustration purposes only, no client specific information is intended.*

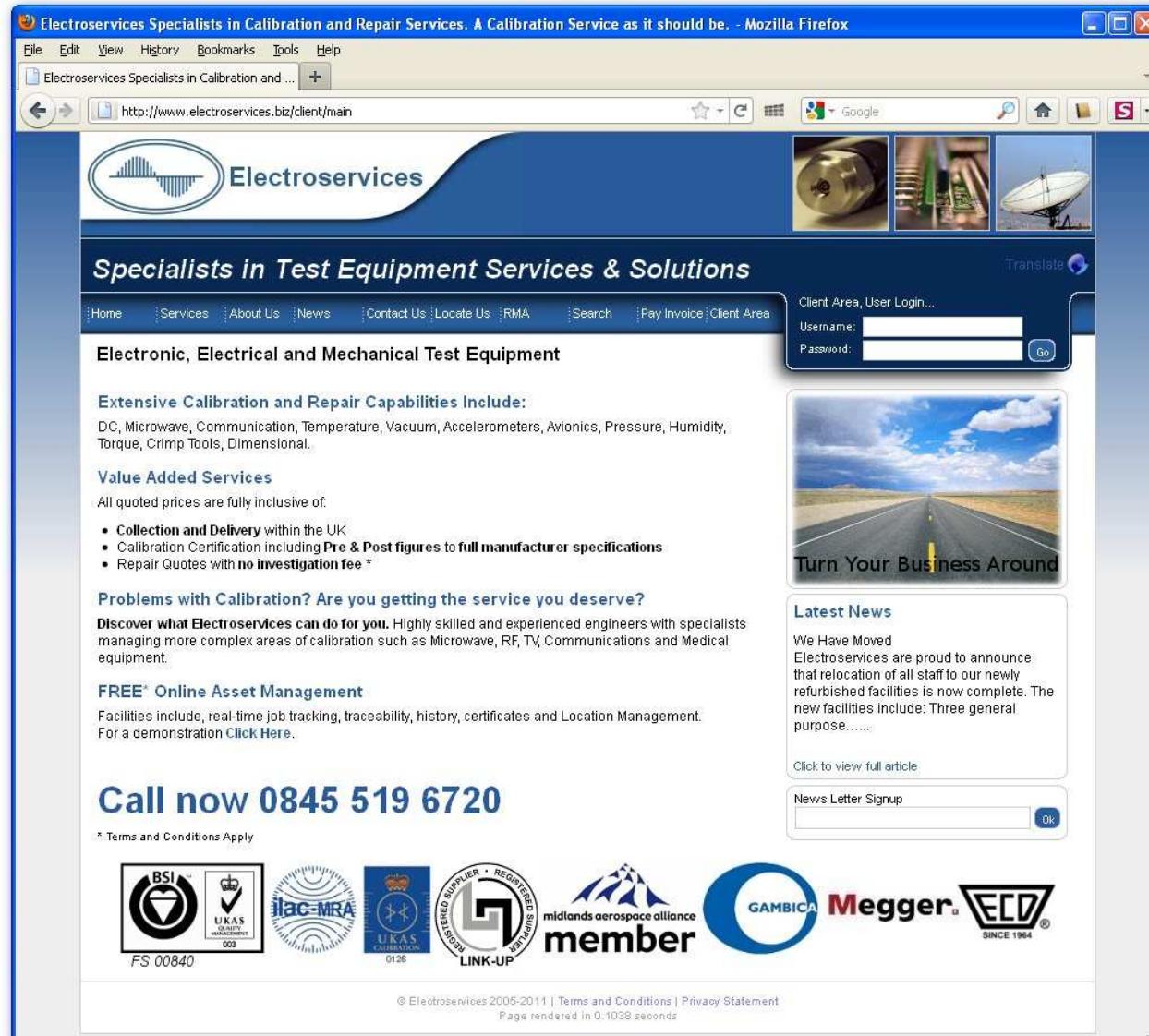
***Screen shots may vary from the actual site when upgrades are implemented.*

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Section 1 – Home Page



Electroservices Specialists in Calibration and Repair Services. A Calibration Service as it should be. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Electroservices Specialists in Calibration and ... +

http://www.electroservices.biz/client/main

Electroservices

Specialists in Test Equipment Services & Solutions

Home Services About Us News Contact Us Locate Us RMA Search Pay Invoice Client Area

Client Area, User Login...
Username: Go
Password:

Electronic, Electrical and Mechanical Test Equipment

Extensive Calibration and Repair Capabilities Include:
DC, Microwave, Communication, Temperature, Vacuum, Accelerometers, Avionics, Pressure, Humidity, Torque, Crimp Tools, Dimensional.

Value Added Services
All quoted prices are fully inclusive of:

- Collection and Delivery within the UK
- Calibration Certification including Pre & Post figures to full manufacturer specifications
- Repair Quotes with no investigation fee *

Problems with Calibration? Are you getting the service you deserve?
Discover what Electroservices can do for you. Highly skilled and experienced engineers with specialists managing more complex areas of calibration such as Microwave, RF, TV, Communications and Medical equipment.

FREE* Online Asset Management
Facilities include, real-time job tracking, traceability, history, certificates and Location Management.
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Page rendered in 0.1038 seconds



The Client Area is accessed by a single click on the **Client Area** link on the main navigation panel, menu bar or directly type in your *Username* and *Password* and click **GO**.

Once this has been done the screen will change to Client Area Login page as follows:-



This facility allows existing Customers to access information about the instruments serviced on their behalf and provides a facility to download copies of instrument certification. If you are not a registered, but wish to see an example of the available information, please visit the [Demo Area](#).

If you think you would like to make use of this facility, please [Register](#).

The main user account password that is initially allocated to new users, is created by Electroservices. Once a customer has access, new users can be setup and assigned passwords by the main account. The main account and new users can change their passwords as and when required.

If an incorrect username and/or password is entered there will be an error message shown.

after a successful login the Navigation panel will change, with the welcome page.



Electroservices - Client Area - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Electroservices - Client Area

http://www.electroservices.biz/client/index

Electroservices

Electroservices Client Area

Home Jobs Actions Transport Documents Assets Accounts Admin Enquiries Log Out

Welcome Back: [username](#)
Control Technologies (Server Located)
[Log Out]

Shopping Cart: 0 items, £0

Please note, to utilize this Client Area, please use the navigation menu that has now changed.

All documents located in the client area are stored in Adobe PDF Format. A free copy of the reader is available directly from Adobe. If you have any problems please do not hesitate to contact.

[Get Adobe Reader](#)

If you require any assistance please refer to the user manual or contact us directly. [Download](#) / [View](#)

New Feature to the Client Area, 24/09/2009

You can now receive a Weekly Automated email of completed jobs, with or without an attachment of certificates in a zip file.

See the Edit User section of [User Control](#) to activate now!

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Section 2 – Navigation Menu



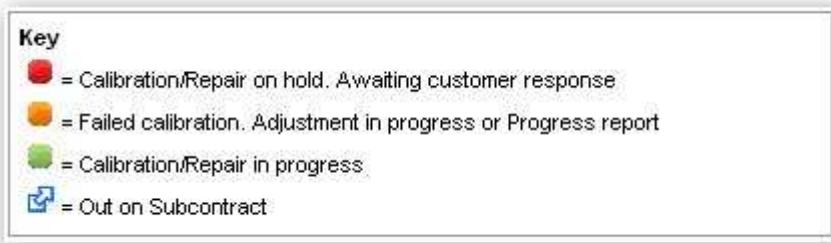
The menu is designed to be simple and straight forward, each option will be described in detail, further through this document.
Hover over one of the main menu options , eg Jobs to see a drop down list of available sub-options

Note, any announcements we make for all customers, will be shown on the Welcome page such as new site developments eg, 'Traffic Light' features and emails



Section 4 – General Information

The new 'Traffic Light' system is there to provide a quick visual aid, and indicate the current status of the customer's asset(s).



Sorting

Asset	Serial	Last Calibration	Calibration Expires	Instrument	Location	Department	
CT01053	091053 (set BM1-9L-0)	13/01/2009	13/01/2019	-- Gauge block set	Calibration	Calibration Dept	
CT01087	#1008	04/02/2010	01/07/2014	Solderstar Neptune Temperature Profiling System	Subcontract	Solderstar Neptune	
CT01088	0	01/07/2013	01/07/2014	-- CT Power Supply & Test Rig	PCB	PCB Service	
EX00001	0229520004	04/07/2000	01/07/2014	Digital Sealer	Subcontract	Subcontract	

If a table heading is blue, there is the functionality to sort by that column name, in ascending or descending order.

Printing

Wherever the user sees this link [\[Print Page\]](#) if clicked, the browser will present a new window with a formatted page, ready for printing.

Export

Wherever the user sees the link [\[Export Page\]](#) there is the ability to export that web page into a CSV file and subsequently open via Microsoft EXCEL, OpenOffice/Libre Office etc.



Section 5a – Jobs

In this section, the user can view jobs and assets that they have been assigned to (more on this later in the User Control), where they are currently in progress, been completed, recalibration required dates, calibration expired and search.

Work In Progress

Job Number	Asset	Serial	Instrument	Booked In	Cal Failure	Quote Sent	Reply	Last Review	Customer Ref	Location	Traffic Light
T252603	on site	50601056 CBL 0001	[Internal] On Site Calibration On Site Calibration	24/07/2009							Green
T302688	50601056 CBL 0001	002583A1	Gould 400 Digital Storage Oscilloscope	05/07/2011	12/07/2011	12/07/2011					Yellow
T302692	Clare G503N Flash Tester			05/07/2011							Blue
T303784	3Q 0164 02	Tesa Micrometer 0-30mm/0-1.2 in Micrometer		19/07/2011					QA (Quality Assurance), QA		Green
T303785	0007019	Mitutoyo 500-173 12" Digital Vernier Calliper		19/07/2011					QA (Quality Assurance), QA		Green
T304283	80350113	Fluke 26 Mk.III True RMS Multimeter		26/07/2011							Green
T304284	MOEE0508360	Rhopoint M210 Milli-Ohmeter		26/07/2011							Green

The **Work In Progress** page displays a list of all the customers instruments that are currently being worked upon (that the user has access to). This area is live, as soon as items are booked in to Electroservices they will appear on the website.

The user has the ability to search for a piece of equipment either by job number, asset number, serial number or instrument name.



		Part Number	Item Description	Entered	Accepted	Rejected	QA (Quality Assurance)	View Reports
T302688	ET014000	50801056 CBL 0001	Gould 400 Digital Storage Oscilloscope	05/07/2011	12/07/2011		12/07/2011	QA (Quality Assurance)
T302692	ET014000	002583A1	Clare G503N Flash Tester	05/07/2011			12/07/2011	QA (Quality Assurance)
T303784	ET014000	3Q 0164 02	Tesa Micromaster 0-30mm/0-1.2 in Micrometer	19/07/2011			QA (Quality Assurance)	View Reports: T302692
T303785	ET014000	0007019	Mitutoyo 500-173 12" Digital Vernier Calliper	19/07/2011			QA (Quality Assurance)	Job Enquiry T302692
T304283	ET014000	80350113	Fluke 26 Mk.III True RMS Multimeter	26/07/2011			QA (Quality Assurance)	Audit Trail: T302692
							QA (Quality Assurance)	Asset History

If there is a Quote awaiting clearance, the user can **Accept** or **Reject** by clicking the link this will then send Back a reply (with any notes you may have) back to the Service Manager.

Next to each item, there is an **Action** drop down list. This enables the user to view various categories such as reports for their chosen instrument; ie, failure report, audit trails, history etc.

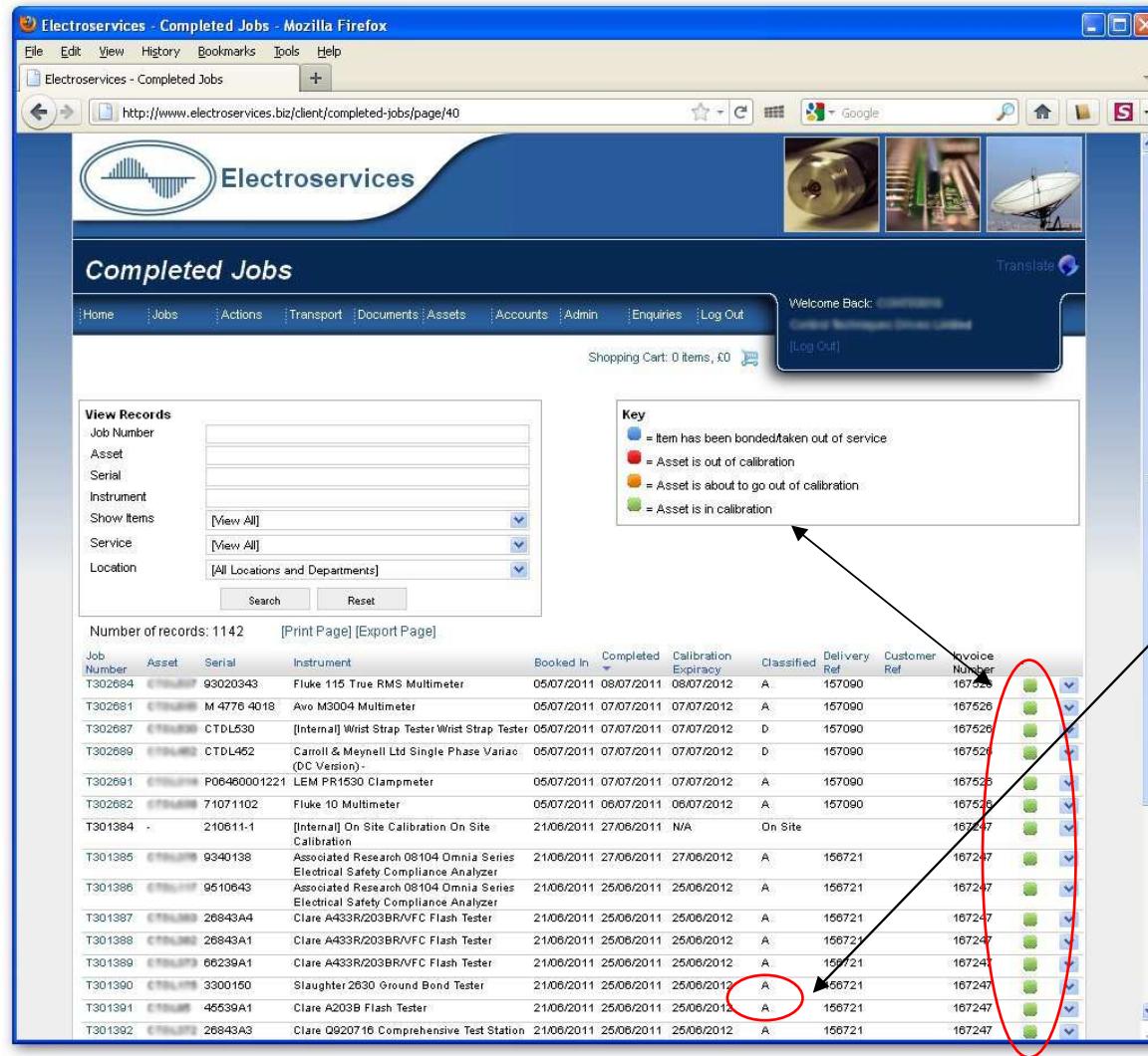
To activate this list, just move the mouse over the **Action** heading and the list of available options will display.

Please note that the list may vary depending on which page the user is on.

The Traffic Light meanings do change slightly depending on what page is being viewed, the top of the page will always show a Key to the colour codings.

Completed Jobs

The 'Completed Jobs' page layout is very similar to the Work In Progress page. It displays all completed jobs with access to view the reports and its history .



Job Number	Asset	Serial	Instrument	Booked In	Completed	Calibration Expiry	Classified	Delivery Ref	Customer Ref	Invoice Number
T302684	93020343		Fluke 115 True RMS Multimeter	05/07/2011	08/07/2011	08/07/2012	A	157090	167526	  
T302681	M 4776 4018		Avo M3004 Multimeter	05/07/2011	07/07/2011	07/07/2012	A	157090	167526	  
T302687	CTDL530		[Internal] Wrist Strap Tester Wrist Strap Tester	05/07/2011	07/07/2011	07/07/2012	D	157090	167526	  
T302699	CTDL452		Carroll & Meynell Ltd Single Phase Variac (DC Version)-	05/07/2011	07/07/2011	07/07/2012	D	157090	167526	  
T302691	P06460001221		LEM PR1530 Clampmeter	05/07/2011	07/07/2011	07/07/2012	A	157090	167526	  
T302682	71071102		Fluke 10 Multimeter	05/07/2011	06/07/2011	06/07/2012	A	157090	167526	  
T301384	210611-1		[Internal] On Site Calibration On Site Calibration	21/06/2011	27/06/2011	N/A	On Site	167247	167247	  
T301385	9340138		Associated Research 08104 Omnia Series Electrical Safety Compliance Analyzer	21/06/2011	27/06/2011	27/06/2012	A	156721	167247	  
T301386	9510643		Associated Research 08104 Omnia Series Electrical Safety Compliance Analyzer	21/06/2011	25/06/2011	25/06/2012	A	156721	167247	  
T301387	26843A4		Clare A433R/203BR/VFC Flash Tester	21/06/2011	25/06/2011	25/06/2012	A	156721	167247	  
T301388	26843A1		Clare A433R/203BR/VFC Flash Tester	21/06/2011	25/06/2011	25/06/2012	A	156721	167247	  
T301389	66239A1		Clare A433R/203BR/VFC Flash Tester	21/06/2011	25/06/2011	25/06/2012	A	156721	167247	  
T301390	3300150		Slaughter 2630 Ground Bond Tester	21/06/2011	25/06/2011	25/06/2012	A	156721	167247	  
T301391	46539A1		Clare A203B Flash Tester	21/06/2011	25/06/2011	25/06/2012	A	156721	167247	  
T301392	26843A3		Clare Q920716 Comprehensive Test Station	21/06/2011	25/06/2011	25/06/2012	A	156721	167247	  

The user can view similar information with an additional link to the Results Certificate PDF file also.

Also when it was booked in to when it was completed. What classification it was given and when its calibration expires next.

This page displays the status that the users equipment is currently in.

From the **Action** drop down list the user has the options to:
Transfer, Bond, Unbond and add to Dispatch.

Note: hover over the Classified column to see what the Classification means.

Also, use the search function at the top of the page to narrow your results.

Click the Job Number (in blue) to view a PDF copy of the Results Certificate.

Recalibration Required

All the assets listed on this page have either gone past their calibration expiry date or are due to expire soon.

Please note, this list excludes all bonded items.

Recalibration Required

Home | Jobs | Actions | Transport | Documents | Assets | Accounts | Admin | Enquiries | Log Out

Welcome Back: [Log Out]

Shopping Cart: 0 items, £0

All assets listed have either already gone past their Calibration expiry or are due within the next **3 weeks** 

Bonded Equipment will NOT be visible on the List.

View Records

Asset:
Serial:
Instrument:
Location:

Search | Reset

Number of records: 145 | [\[Print Page\]](#) | [\[Export Page\]](#)

Asset	Serial	Last Calibration	Calibration Expires	Instrument	Location	Department
CTB0001	50902015	13/10/2004	13/10/2005	Gould 465 Oscilloscope	ATB	Shelf 1
CTB0002	9003 F 6783	12/12/2006	12/12/2007	Hameg HM205-3 Digital Storage Oscilloscope	ATB	Shelf 1
CTB0003	014047A1	24/07/2009	24/07/2009	[Internal] Flash Tester	ATB	SVC centre
CTB0004	34022 1016 0396	24/07/2009	24/07/2009	[Internal] Flash Tester	ATB	Audit Trail: 
CTB0005	34552A4	24/07/2009	24/07/2009	Clare A203A Flash Tester	ATB	Bond Asset: 
CTB0006	46075A4	24/07/2009	24/07/2009	Clare A203A Flash Tester	ATB	Asset History: 
CTB0007	51232A1	24/07/2009	24/07/2009	[Internal] Flash Tester	ATB	Transfer Asset: 
CTB0008	9340092	24/07/2009	24/07/2009	Omnia 8104 Flash Tester	ATB	Add To: [New Dispatch] 
CTB0009	9340148	24/07/2009	24/07/2009	Omnia 8104 Flash Tester	ATB	Customisation 



From the **Action** drop down list, the user has similar options to the 'Completed Jobs' screen.

Shelf A Action 

[Audit Trail: B7/4447](#) 

[Bond Asset: B7/4447](#) 

[Asset History](#)

[Transfer Asset: B7/4447](#)

[Add To: \[New Dispatch\]](#)

The user can expand the expiry time frame, to view equipment that Calibration will expire up to 16 weeks in advance using the dropdown list feature. This can be set per user.



Calibration Expired

Calibration Expired

Home | Jobs | Actions | Transport | Documents | Assets | Accounts | Admin | Enquiries | Log Out

Welcome Back: [Log Out]

Shopping Cart: 0 items, £0

All assets listed have already gone **past** their **Calibration Due date**.
Bonded Equipment will **NOT** be visible on the List.

View Records

Asset:
Serial:
Instrument:
Location:

Search | Reset

Number of records: 102 | [Print Page] | [Export Page]

Asset	Serial	Last Calibration	Calibration Expires	Instrument	Location	Department
CTDL109	50902015	13/10/2004	13/10/2005	Gould 465 Oscilloscope	Process	Production
CTDL109	34552A4	24/07/2009	24/07/2009	Clare A203A Flash Tester	ATE	Test
CTDL109	21990	02/03/2009	30/08/2009	-- Mitutoyo Digital Caliper	Process	Production
CTDL109	70110640	07/04/2009	07/10/2009	Mahr Dial Gauge Dial Gauge	Process	Audit Trail: CTDL109
CTDL109	3712	14/11/2008	14/11/2009	-- 2 foot ESD tester	Svc Centre	Bond Asset: CTDL109
CTDL109	69352322	10/02/2009	10/02/2010	-- Fluke 73 NMM	Maintenance	Asset History
CTDL109	585284	21/08/2006	19/02/2010	Baty 601-580 Dial Test Indicator	Process	Transfer Asset: CTDL109
CTDL109	CTDL124	21/08/2006	19/02/2010	Standard Dial Gauge	Process	Add To: [New Dispatch]
CTDL109	3062	02/03/2009	02/03/2010	-- Personal Ground Tester	Process	Process

Action

Audit Trail: CTDL109 | Bond Asset: CTDL109 | Asset History | Transfer Asset: CTDL109 | Add To: [New Dispatch]

Again, several options can be taken from the **Action** column

If the user knows that one of their instruments has already gone past its date, they can use the search box instead of reading through the list. Just enter either the asset number, the serial number or the instruments name then click **Search**

Add to : [New Dispatch] will jump directly to the Dispatch section.



Search Jobs

The user can use this page to search for a specific job or instrument, which saves time, rather than searching through all the other pages first.

Search by job number, Asset, Serial, Instrument, Delivery reference or Invoice Number.

The user can enter which criteria they want to search by and click **Search** to display a list of results based on this criteria.

Again, the user can see what status the equipment is via the traffic light system.

Note: remember if the headings on the table are blue instead of black that means the information can be sorted by that column.

The **Action** drop down list gives the user the same generic options like the other web pages:

Job Number	Asset	Serial	Instrument	Booked In	Completed	Calibration Expiry	Classified	Delivery Ref	Customer Ref	Invoice Number	Location
122875	ET000008	80360113	Fluke 26 Mk.III True RMS Multimeter	13/08/2002	14/08/2002	14/08/2003	A	999999	107512	BB, BB	
125144	ET000008	0000622	Mitutoyo HDS-G12" Digital Height Gauge	09/10/2002	10/10/2002	10/10/2003	A	999999	108366	Process, Process	
136082	ET000008	66434A1	Clare A533R Constant Earth Bond Tester	21/05/2003	08/08/2003	08/08/2004	R	123631	112989		
138438	ET000008	3122841	Hitachi V-650F Oscilloscope	01/07/2009	01/07/2009	01/07/2014	R	123465	112547	Line1/2/3/4/5/6, Line 1/2	
138811	ET000008	02-0079-07	Mecmesin Ltd AFG-500N Advanced Force Gauge	23/06/2006	23/06/2006	18/07/2004	A	123465	112548	Calibration, Calibration Dept	
138863	ET000008	80880073	Fluke 187 True RMS Multimeter	16/07/2003	22/07/2003	22/07/2004	R	123499	112549		
140092	ET000008	DM625058	Fluke PM3380A Autoranging Combiscope	26/08/2003	26/08/2003	N/A	RUC	123748	114895	Svc Centre, Svc Centre	

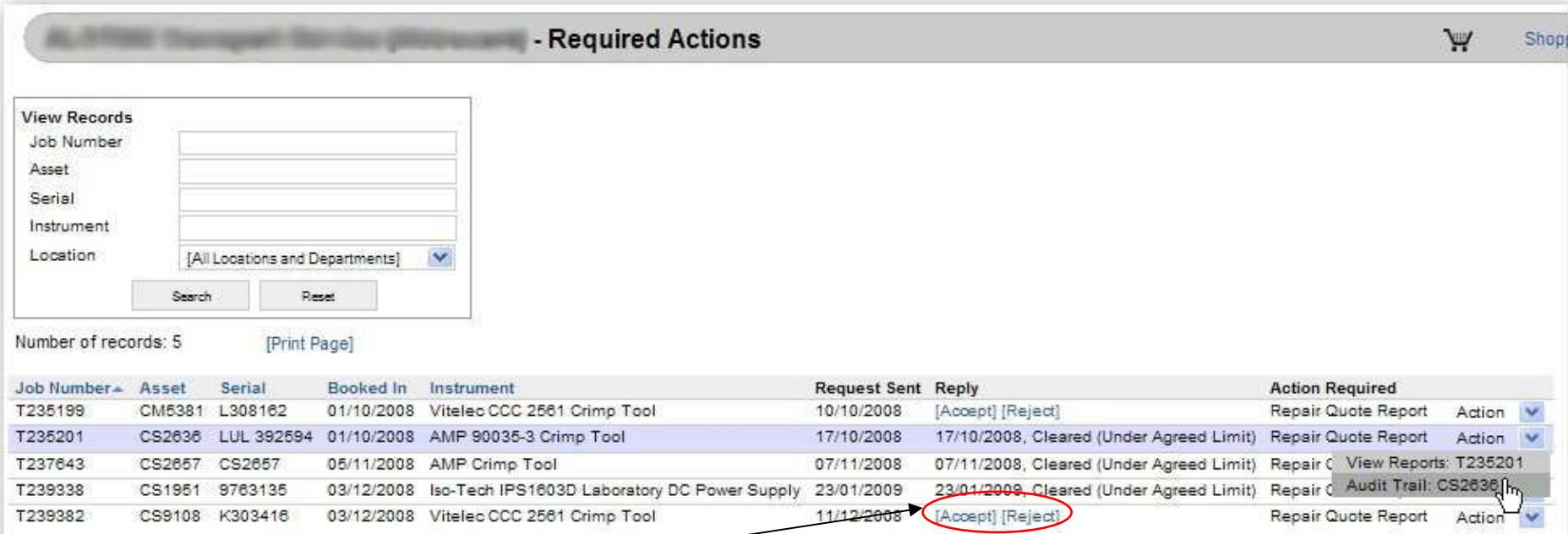


Section 5b – Actions

Required Actions

The **Actions** page shows the user what instruments they have that need a response from them before it can progress any further.

From the main Navigation panel on the left, if there are any, eg. **Required Actions (5)** from the customer, these will show beside in brackets.



The screenshot shows a web-based application interface titled "- Required Actions". On the left, there is a search form with fields for Job Number, Asset, Serial, Instrument, and Location (set to "All Locations and Departments"). Below the search form, it says "Number of records: 5" and "[Print Page]". The main area is a table with the following data:

Job Number	Asset	Serial	Booked In	Instrument	Request Sent	Reply	Action Required
T235199	CM5381	L308162	01/10/2008	Vitelec CCC 2561 Crimp Tool	10/10/2008	[Accept] [Reject]	Repair Quote Report Action
T235201	CS2636	LUL 392594	01/10/2008	AMP 90035-3 Crimp Tool	17/10/2008	17/10/2008, Cleared (Under Agreed Limit)	Repair Quote Report Action
T237643	CS2657	CS2657	05/11/2008	AMP Crimp Tool	07/11/2008	07/11/2008, Cleared (Under Agreed Limit)	Repair C View Reports: T235201
T239338	CS1951	9763135	03/12/2008	Iso-Tech IPS1603D Laboratory DC Power Supply	23/01/2009	23/01/2009, Cleared (Under Agreed Limit)	Repair C Audit Trail: CS2636
T239382	CS9108	K303416	03/12/2008	Vitelec CCC 2561 Crimp Tool	11/12/2008	[Accept] [Reject]	Repair Quote Report Action

A red circle highlights the "[Accept]" and "[Reject]" buttons for the last row (T239382). A red arrow points from the text "A single click on Accept or Reject, will forward to the New Enquiry screen and the customer can enter further details." to the "[Accept]" button.

A single click on **Accept** or **Reject**, will forward to the New Enquiry screen and the customer can enter further details.

As explained on previous pages, the user has the ability to search via job number, asset number, serial number and instrument name.

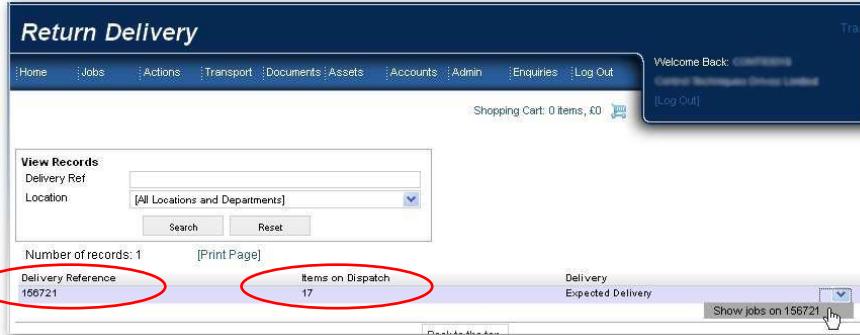


Section 6 – Transport

Under the **Transport** section of the menu are the pages to view what Electroservices are returning to the customer or what Electroservices are expecting to receive from the customer. The user can also view the proof of delivery note so they have a clear view where all their items are located.

Return Delivery

This shows any delivery notes in the system and how many items are on it



Return Delivery

View Records

Delivery Ref:
Location: [All Locations and Departments]

Search Reset

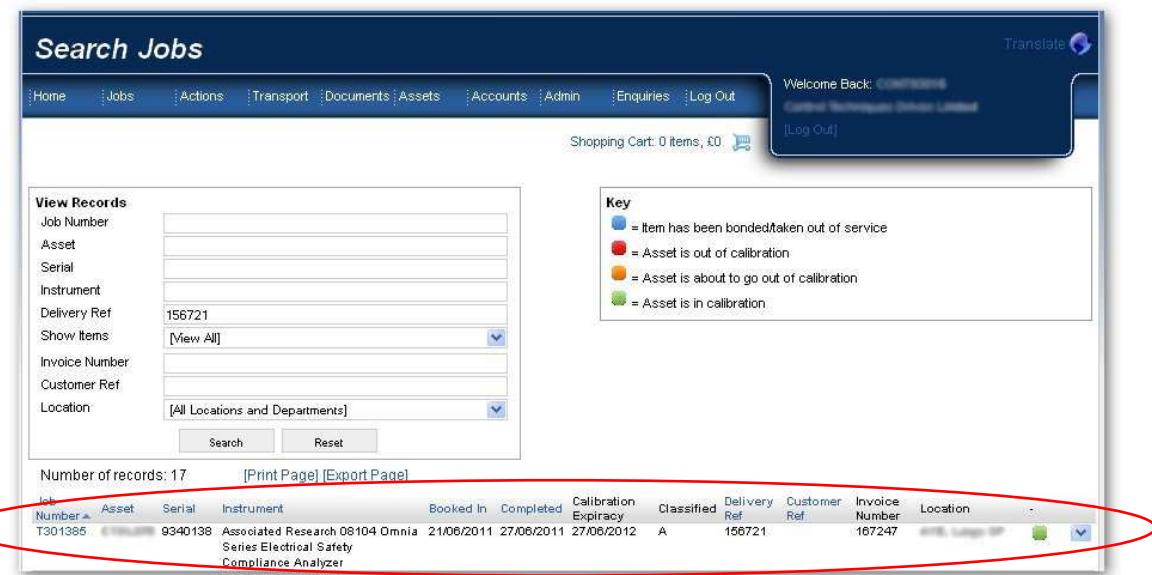
Number of records: 1 [Print Page]

Delivery Reference	Items on Dispatch	Delivery	Expected Delivery
156721	17		

Show jobs on 156721

If the user hovers over the **Action** column and then clicks **Show jobs**, for a particular delivery reference, it views all the jobs for the items that are being returned to the customer.

If the user selects to view the jobs, it directs them to the **Search Jobs** page, automatically completing the search criteria by delivery reference so it displays a list of all the jobs from that delivery instantly.



Search Jobs

View Records

Job Number:
Asset:
Serial:
Instrument:
Delivery Ref: 156721
Show Items: [View All]
Invoice Number:
Customer Ref:
Location: [All Locations and Departments]

Search Reset

Number of records: 17 [Print Page] [Export Page]

Job Number	Asset	Serial	Instrument	Booked In	Completed	Calibration Expiry	Classified	Delivery Ref	Customer Ref	Invoice Number	Location
T301385	9340138	Associated Research 08104 Omnia Series Electrical Safety Compliance Analyzer	08104 Omnia Series Electrical Safety Compliance Analyzer	21/06/2011	27/06/2011	27/06/2012	A	156721	167247	08104 Omnia Series Electrical Safety Compliance Analyzer	08104 Omnia Series Electrical Safety Compliance Analyzer

Key

- Item has been bonded/taken out of service
- Asset is out of calibration
- Asset is about to go out of calibration
- Asset is in calibration

Proof of Delivery

The **Proof of Delivery** page keeps record of all of the users return deliveries. From the **Action** dropdown menu, the user can view the jobs on each delivery and the customer signed copy of delivery note.

Proof of Delivery

[Home] [Jobs] [Actions] [Transport] [Documents] [Assets] [Accounts] [Admin] [Enquiries] [Log Out]

View Records

Delivery Ref:

Asset:

Welcome Back: [REDACTED]

Shopping Cart: 0 items, £0

[\[Log Out\]](#)

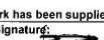
Number of records: 161 [\[Print Page\]](#) [\[Export Page\]](#)

Delivery Reference	Raised	Items on Dispatch
157347	27/07/2011	1
157207	20/07/2011	8
157091	18/07/2011	1
157090	18/07/2011	9

1
[Show jobs on 157347](#)
2
[Proof of Delivery: 157347](#)

If the user clicks on **Proof of Delivery**: 123456 it will open a PDF document showing a signed delivery note.

When the user clicks to view all jobs that are on the delivery. It redirects them to the **Search Jobs** page displaying the jobs on that delivery (as in Return Delivery)

Electroservices (Midlands) Ltd The Calibration House Halesfield 7 Telford Shropshire TF7 4QL		+44 (0) 845 519 6720 +44 (0) 845 519 6740 info@electro-services.com	
Dispatch To: Steel Technology Services Ltd Ty House Tythronse Industrial Estate Wrexham Wrexham LL11 4LG Contact: Tim Higgins tjh@steltech.co.uk		Dispatch Qty: 1	Dispatch Raised: 11 July 2011
Dispatch Reference: 157091			
Job No T302680	Serial No 0JP030418	Asset No www.rs.com	Qty 1
Accessories for T302680: Case: 1		Cal Ono	Rep Ono
			Instrument RS Components 575-649 Dial Torque Wrench
No paperwork has been supplied with the following instruments.			
Print Name: 	Signature: 		
Print Date: 12-7-11			
Specialists in Test Equipment Services and Solutions www.electroservices.biz			
 FS 90840			



Dispatch

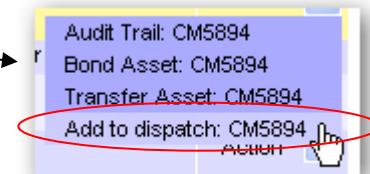
This section is for customers' users to generate a dispatch note, with equipment and what type of service they wish for Electroservices to perform along with any additional information – this is signed by the Electroservices driver, and for the Customer to keep, a copy can be sent with the equipment if required.

Creating or adding to a new Client Dispatch to Electroservices is now easier, this can be achieved from either the new **Action** column as in the previous screens

Add to Dispatch

Asset	CM5894
New Reference	
<input type="button" value="Add Item"/> <input type="button" value="Cancel"/> <input type="button" value="#1"/>	

This shows what users would be shown, if required to use the option to **Add to dispatch**

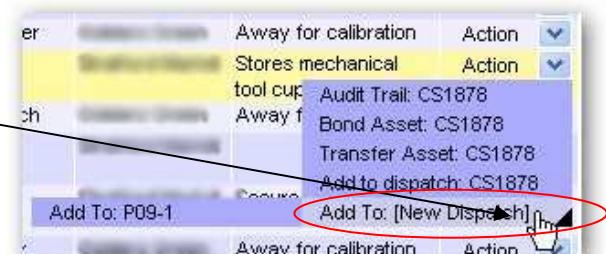


The user must add a New Reference number here, e.g. **P09-1**, then click the **Add Item** – the following will be shown once completed

Asset **CS1878** has been successfully added to dispatch **P09-1**.

Note, if there are already Dispatches currently in progress, the user will see a black triangle on the Dispatch line, and to the left the list of current open dispatches. Should the user choose **Add to: P09-01**, then again a similar message to image #2 above will be displayed

Clicking **Add To: [New Dispatch]** will present the user with a similar message to image #1 above



Alternatively, the user can navigate directly to the **Dispatch** area from the main menu

- Dispatch Control

Add to Dispatch

Dispatch Reference or New Reference	P09-1	Additional Information
Asset Number	<input type="text"/>	
Serial Number	<input type="text"/>	
Service	Std. Cal	
Instrument	<input type="text"/>	

Add Item Reset

View Records

Dispatch Reference	[View All]
Asset	<input type="text"/>

Search Reset

Number of records: 1 [Print Page]

LineID	Asset	Serial	Service	Instrument	Additional Info	Dispatch Reference	Action
7289	031743	STD. Cal	Castle GA 602 Calibrator		P09-1		<ul style="list-style-type: none">RemoveMove to DispatchLink to the top

Enter an asset number that exists, if it is a new asset number that Electroservices may have never seen, please enter a Serial Number and Instrument description and any additional information, then click **Add Item**

It will then be added to the list at the bottom of the screen. From here the user can move to a new dispatch reference or remove completely, as shown in the image

Alternatively users can preview the Dispatch by selecting from the **Available Dispatches** or searching for the asset if there is a long list – the choice is down to the user

Print / Submit Completed Dispatch P09-1
Print Preview P09-1
Rename Dispatch P09-1

View Records

Dispatch Reference	P09-1
Asset	<input type="text"/>

Search Reset

Note, the user can preview the Dispatch Note or Submit and Print, or Rename the dispatch. Once submitted it will be removed from the list, and emailed direct to Electroservices.



Example of a Dispatch Preview

Dispatch Note

Dispatch Reference:
PREVIEW (CW-19)

Dispatch From:
Gosport Engineering Services Limited

Dispatch To:
Electroservices (Midlands) Ltd.
The Calibration House
Halesfield 7
Telford
Shropshire
TF7 4QL

Quantity: 1

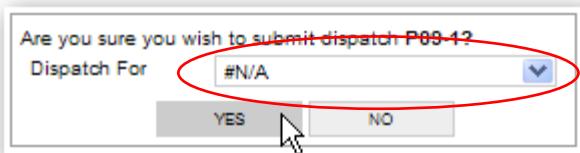
Asset	Serial	Service	Instrument	Additional
00000000000000000000000000000000	G090977	STD. Cal	-- JST Crimping Tool	

Signature _____

Print Name _____

Print Date _____

If Submitting the Dispatch Note, then the user will be shown the following :



If the client has multiple locations setup, the list of locations will be available for the user to choose where the Dispatch is originating from.



Click **YES** when ready to proceed – this step will not be displayed if the client is setup for a single location

Dispatch P09-1 has been successfully sent (Reference: [zzzzzzz_100001_1135](#)).

[View and Print Dispatch P09-1 \(Reference: zzzzzzz_100001_1135\)](#)

Return to: - Dispatch

Next, the following will be displayed, again the user will have the opportunity to print the Dispatch note or return to the Dispatch screen

The Dispatch Reference (example above) **zzzzzzz_100001_1135** is system generated, and will be visible in the Dispatch history, for subsequent enquiries.

Dispatch History

View Records

Dispatch	<input type="text"/>
Reference	<input type="text"/>
Raised By	<input type="text"/>
Customer	<input type="text"/>
Reference	<input type="text"/>

Search **Reset**

Number of records: 1 [\[Print Page\]](#) [\[Export Page\]](#)

Dispatch Reference	Customer Reference	Item Count	Raised By	Raised Date	Reprint
zzzzzzz_100001_1135	P09-1	1	Steve Jones	16/06/2009	Reprint

The Dispatch History will summarize all Dispatches from the client, clicking on the **Dispatch Reference** in the left column will show the detail of what was on the Dispatch Note

View Records

Dispatch	<input type="text" value="zzzzzzz_100001_1135"/>
Reference	<input type="text"/>

Search **Reset**

Number of records: 1 [\[Print Page\]](#) [\[Export Page\]](#)

Dispatch Reference	Asset	Serial	Service	Instrument	additional info
zzzzzzz_100001_1135	408	031743	STD. Cal	Castle GA 602 Calibrator	

Section 7 – Documents

In the 'General Documentation' section, the user can view all files that they have uploaded to the website and upload new documentation.

Please note there is a file size limit of 2MB per file

Allowed document types: -

Excel

Word

PDF

Image files (JPEG, GIF, PNG)

CSV

- General Documentation

To upload your own document goto: [Upload Documentation](#)

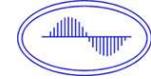
View Records

File Name:
Description:
Search Reset

Number of records: 4 [\[Print Page\]](#)

Id	File Name	Type	Size	Uploaded	Associated To	Description	Action
27	AT-500	application/octet-stream	0	2008-07-31 11:00:37			Action
25	CM6380.jpg	image/jpeg	35809	2008-04-14 16:33:38	instrument: 11721	Fluke 111 True RMS Multimeter	Action
33	ddb4.jpg	image/jpeg	5591	2009-03-10 09:07:51			Action
24	Fluke_12_Multimeter.jpg	image/jpeg	21821	2008-04-14 11:50:18	instrument: 2868	Fluke 12 Multimeter	Link to Asset  Link to Instrument Delete File: ddb4.jpg

[Back to the top](#)



Once Uploaded, the documentation can be linked to an asset, and in the case of an image, if the asset or equipment type is viewed within the Asset Management section then the image will appear to show the customer.

Section 8 – Assets

Asset Management

This section gives the customer features to manage the location of their assets and track it's history, bond etc.
Please note: there must be a valid asset number for using this section as ` ` is not valid.

The screenshot shows the 'Asset Management' interface. On the left, a 'View Records' sidebar allows filtering by Asset, Serial, Instrument, Bonded status (UnBonded Only or All Locations and Departments), and Location. The main area displays a table with one record: Asset 81270020, Serial 81270020, Last Calibration 04/10/2010, Calibration Expires 04/10/2011, Instrument Fluke 10 Multimeter, Location Factory, and Department Factory (Lois). A status column shows a green traffic light. A red circle highlights the 'Action' column for the asset, which dropdown menu includes options: Audit Trail, Bond Asset, Inst. Files, Transfer Asset, and Add To: [New Dispatch]. Below the table, there's a section for 'Associated Files, Asset: 81270020' showing a thumbnail of a Fluke DMM and the text 'Fluke DMM'. The top right shows a 'Welcome Back' message for 'Control Technologies Services Limited' and a 'Log Out' button.

The initial list is a complete list, that can be filtered, by location, bonded etc. or searched.

If a specific asset or instrument type has any associated documents or images these will be displayed in thumbnails below, hovering over will show a larger image.

The **Action** column will again allow direct access to other functions.

Note: the Traffic Lights show the calibration status of each asset.



Bonded Equipment

- Bonded Equipment

View Records

Asset
Location

Number of records: 910 [\[Print Page\]](#)

Asset	Bonded	Bonded By	Released	Released By	note	Action
00316751	30/08/2007	██████████				Action
00316752	11/12/2007	██████████	28/12/2007	██████████	No valid location. mlh	Action
00316754	13/09/2007	██████████	05/11/2007	██████████		Action
00316759	29/08/2007	██████████	16/11/2007	██████████		Action
00316761	27/01/2008	██████████			ITEM NOT FOUND AT MORDEN 27/01/08.	Action
00316765	02/12/2007	██████████				Action
00316780	30/08/2007	██████████				Action
00316785	03/02/2008	██████████	21/04/2008	██████████	NOT FOUND 3.02.08	Action
00316787	27/01/2008	██████████			ITEM NOT FOUND AT MORDEN 27/01/08	Action
00316799	14/09/2007	██████████			lost	Action
00316803	31/07/2008	██████████			not found 31.07.08	Action
00316820	22/11/2008	Auto Bonded	29/11/2008	██████████	The Instrument was not calibrated	Action
00316830	06/06/2007	██████████				Action
00316971	30/01/2008	██████████			not found. 30.01.08	Action
00316974	03/11/2008	██████████			Found on shop floor - to be kept in quarantine as surplus stock. mlh	Action
00316984	30/01/2008	██████████			not found 30.1.08	Action
00316989	11/07/2008	██████████			ITEM NOT FOUND AT MORDEN 10/07/08	Action
136905	02/10/2008	██████████			Asset not found.	Action
316758	05/10/2007	██████████	28/12/2007	██████████	lost	Action
316759	04/07/2008	██████████			not found 4.07.08	Action

The **Bonded Equipment** page shows all the customers' instruments that are bonded – this means instruments that are no longer in active service.

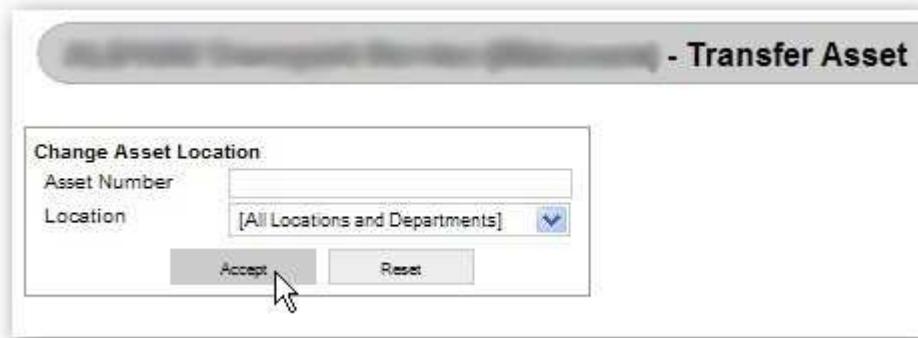
When an instrument has been bonded, they are removed from the recall list but will still be kept on this page, so the user will have full visibility of the location of your equipment.

From the **Action** dropdown list the user can view the audit trail, edit any notes that have been entered against the equipment, bond or un-bond the asset.



Transfer Asset

All that is required to transfer an asset is the asset's number and select which location the user wants to change it to from the dropdown menu.



If the user has selected from the **Action** dropdown list to transfer an asset, it will have pre-filled out the asset number field, therefore would only need to select a new location and click **Accept**

If the transfer was successful, this message will appear telling the user that it was transferred to their desired location.



Audit Trail

- Audit Trail

View Records

Asset
Location

Search Reset

Number of records: 6 [\[Print Page\]](#)

Asset	Date	Time	User	Event	Action
CM7597	06/06/2008	12.17.17		CM7597 was unbonded.	<input type="button" value="▼"/>
CM7597	06/06/2008	12.17.48		Moved from "████████", Stores Crimp Tool Cupboard to "████████"	<input type="button" value="▼"/>
CM7643	06/06/2008	12.06.59		Moved from "████████" to "████████"	<input type="button" value="▼"/>
CM7654	06/06/2008	12.15.10		Moved from [No Location] to "████████"	<input type="button" value="▼"/>
CM7659	06/06/2008	12.16.25		Moved from [No Location] to "████████"	<input type="button" value="▼"/>
CM7660	06/06/2008	12.16.47		Moved from [No Location] to "████████"	<input type="button" value="▼"/>

A red circle highlights the "Action" dropdown menu for the last row (CM7660). The menu options are: Audit Trail: CM7660, Bond Asset: CM7660, Transfer Asset: CM7660, and Add To: [New Dispatch]. An arrow points from the text "From here, the users can quickly transfer their equipment, bond or un-bond, simply, from the **Action** drop down list." to this menu.

The user can also view a full audit trail on their instruments so that they have a clear visual of what has gone on with that piece of equipment.

The audit trail shows all of the bonded changes that have happen to the equipment and shows all its location transfers.

From here, the users can quickly transfer their equipment, bond or un-bond, simply, from the **Action** drop down list.



Stock Audit

The web site allows the user to process a stock audit of their own equipment, this has no bearing on the system, it is for the customers convenience.



The screenshot shows a web-based application window titled "- Stock Audit". At the top left, there is a section labeled "Start New Audit" with a dropdown menu set to "[All Locations and Departments]". Below this are "Select" and "Reset" buttons. The main content area is titled "Below is a list of Active Audits:" and contains a table with the following data:

Location	Date Started
Customer -> 1 Shed	02 Apr 2008 08:40:31
Customer -> (TBTC)	09 Feb 2009 15:01:28
Customer -> 3 Shed	11 Feb 2009 13:44:01
Customer -> 2 Shed	20 Feb 2009 10:39:38
Customer -> Mod Team (Shed 3)	20 Feb 2009 10:46:00
Customer ->	23 Feb 2009 11:04:06

The Stock Audit shows an overall list of active audits and at which location.

The user can also start new audit from this main page.

Once, the user has selected an active audit that they wish to view; it will display a list of all assets' that are expected.

The user has the ability to add assets to their current list as well. Once they have checked their stock audit and they have everything that is expected, the user can close the audit off.

This Stock Audit History is available to view previous audits.

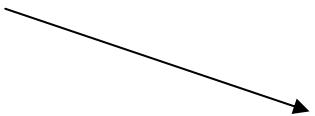


Section 9 – Accounts

Contract Prices

This listing shows the agreed contract prices between Electroservices and the customer.

This screen is for information only.



Instrument	Traceable Calibration Price	17025 Calibration Price	UKAS Calibration Price
Corner Dies	45.25		
Gap Gauge	18.57		
Mechanical	450.00		
Probe	41.65		
Probe	41.65		
0-25 mm External Micrometer	18.00		
208 Sound Level Meter	115.60		
Crimp Samples Crimp Samples			
ALSTOM Traction Ltd 29EU019 ICMU Test Box	821.43		
Alston Transome Gauge	10.93		
Alston Tyre Wear Gauge	12.14		
AMP Crimp Tool			
AMP Crimp Tool	23.80		
AMP Crimp Tool	23.80		
AMP Crimp Tool	23.80		
AMP Crimp Tool	23.80		
AMP Crimp Tool	23.80		
AMP Crimp Tool	23.80		
AMP 16-14 Crimp Tool	23.80		



Outstanding Invoices

Number of records: 40

Menu ▾

Invoice Number	Order Number	Invoice Date	NETT	VAT	Total Value	Outstanding	Action
140193	5000002261	28/11/2007	1309.07	229.09	1538.16	1538.16	Action
140194	5000002761	28/11/2007	1791.19	313.46	2104.65	2104.65	Action
140196	5000003922	28/11/2007	538.52	94.24	632.76	632.76	Action
140197	5000003923	28/11/2007	505.00	88.38	593.38	593.38	Action
140458	35000003434	28/11/2007	25.00	4.38	29.38	29.38	Action
140520	5000002761	12/12/2007	386.60	67.66	454.26	454.26	Action
140523	5000003923	12/12/2007	169.00	29.58	198.58	198.58	Action

This screen details invoices that Electroservices have issued to the Client and as yet have not been settled

Please note, this list is *real time*, Electroservices mark invoices paid, as soon as we have payment confirmation from Barclays

- Shopping Cart

Shopping Cart Summary

NETT Total: £505.00
VAT Total: £88.38
Shopping Cart Total: £593.38

If the Cart Total exceeds your card single transaction limit, please state your maximum limit to allow for multiple transactions.

Transaction Limit:

Proceed to Checkout

Return to: [Outstanding Invoices](#)

Number of records: 1

Menu ▾

Reference	Description	Quantity	NETT Value	V.A.T	Total	Remove
140197	Invoice	1	505	88.38	593.38	[Remove]

20 Per Page Back to the top.

Barclaycard Business  VISA  MasterCard  Maestro  VISA 

Please note all transactions will be processed using Barclays ePDQ secure payment system (Please refer to Terms and Conditions for more information)

Once the user clicks **Mark Invoice for Payment**, and if there are any matching records found, it will show :

The user can jump to the Shopping cart at any time by using the link above

Should the Client's user have a 'transaction' limit on their card, a maximum for this session can be set by using the drop down selection, this will then tell the system to split the total into transaction bundles, e.g. £ 593.38 total with a limit of £300.00 per single transaction would be split into £300.00 and £293.58, there would be two sessions into Barclays ePDQ to make the payments

The user can return to the Invoices or remove a wrongly added invoice for payment



Once clicking **Proceed to Checkout** the user is then presented with the payment summary, and as previous, should there be a limit set per transaction, then it will automatically be split accordingly

- Process Payment

Barclaycard Business

VISA MasterCard Maestro Solo VISA ELECTRON

Please note all transactions will be processed using Barclays ePDQ secure payment system (Please refer to Terms and Conditions for more information)

Transaction: 000006-01

Description	Reference	NETT Value	VAT	Total Value
Invoice	140197	£255.32	£44.68	£300.00
Transaction Value:				£300.00

Make Payment

Click the **Make Payment** to proceed into Barclays ePDQ secure server for payment

Transaction: 000006-02

Description	Reference	NETT Value	VAT	Total Value
Invoice	140197	£249.68	£43.70	£293.38
Transaction Value:				£293.38

Make Payment

Secure, reliable internet payments from Barclaycard Business

Electroservices

Payment Information Step 1 / 2 / 3

Total Payment Value: **£ 300.00**

VISA MasterCard Maestro Solo VISA ELECTRON

Card Type: * Card Number: * Expiry Date: * Valid From Date (UK Maestro/Solo only) Issue Number: (UK Maestro/Solo only) Card Security Code

Select... mm yy mm yy

*Mandatory field † Mandatory field for Maestro cards issued in the UK and for Solo cards

Clear Form **Continue**

Steps 1 / 2 / 3 from Barclays ePDQ system are standard secure payment screens, they prompt for the card type, number, expiry date, (valid date and Issue number for Maestro / Solo cards only) and the 3 digit security code number

Then Click **Continue** for Step 2 is the card holder registered address, and Step 3 is the delivery address (this is not applicable at present)

* Please note, Barclays Business, change the screen layout and details periodically, Electroservices have no control over this.



The next set of images show a Declined transaction

Barclaycard Business

Secure, reliable internet payments from Barclaycard Business

Electroservices

Payment Status

Payment Status: **DECLINED.** (circled)

Date / Time: Apr 03 2008 14:45:28

Merchant: Electroservices

Approval Code: -

Payment ID: 000006-01

Amount: £ 300.00

Card Number: ****-****-****-****

Expiry Date: 01/2010

Complete Payment You must click 'Complete Payment' to confirm your payment

Delivery Address: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
United Kingdom

Email: [REDACTED]

Print

*Please print this for your records (landscape format)

Should the user enter incorrect card details, they will be presented with the following Payment Status screen with a **DECLINED.** status

As stated, you will be required to click the : **Complete Payment** link below to return to the Electroservices website

* Please note, if a DECLINED transaction continues, it will need the user to discuss with the Card Issuer/Bank as to the reason for the decline - Electroservices have no information or control over this.

Once clicked, the Electroservices website will display the transaction status returned by Barclays, in this example the user will see:

Transaction: 000006-01				
Description	Reference	NETT Value	VAT	Total Value
Invoice	140197	£255.32	£44.68	£300.00
Transaction Value:				£300.00
Transaction Failure: DECLINED				
Make Payment (circled)				



The user then can retry by clicking the *Make Payment* button again, and repeat the process with correct details inside the Barclays ePDQ secure site

The next set of images show a Successful transaction

Secure, reliable internet payments from Barclaycard Business

Electroservices

Payment Status

Complete Payment You must click 'Complete Payment' to confirm your payment

Payment Status:	Success
Date / Time:	Apr 03 2008 14:49:36
Merchant:	Electroservices
Approval Code:	269906
Payment ID:	000006-01
Amount	£ 29.38
Card Number:	*****
Expiry Date:	06/2009

Delivery Address:

House Number:
Street Name:
Postcode:
City:
Country: United Kingdom

Email:

Print **Complete Payment**

*Please print this for your records (landscape format)

Should the user enter incorrect card details, they will be presented with the following Payment Status screen with a **Success** status

Similarly, as stated, you will be required to click the : **Complete Payment** link below to return to the Electroservices website

Note, the Client / user should print this screen receipt for their records.

Once clicked, the Electroservices website will display the transaction status returned by Barclays, in this example the user will see:

Transaction: 000006-01				
Description	Reference	NETT Value	VAT	Total Value
Invoice	140458	£25.00	£4.38	£29.38
Transaction Value:				£29.38
This payment has successfully been made				

Repeat the process for any further transactions that require payment

If complete, the user will see, All transactions are now complete, Return to: **Main Site** click to return



All Invoices



Invoice Number	Order Number	Invoice Date	NETT	VAT	Total Value	Invoice Paid
127730	817930	13/11/2005	98.00	17.15	115.15	Paid
127731	817995	13/11/2005	124.00	21.70	145.70	Paid
127912	818039	30/11/2005	49.00	8.58	57.58	Paid
129072	818458	14/02/2006	127.14	22.25	149.39	Paid
129249	818667	22/02/2006	629.85	110.22	740.07	Paid
129391	818741	28/02/2006	558.50	97.74	656.24	Paid
130153	819044	12/04/2006	87.00	15.23	102.23	Paid
130325	819086	28/04/2006	130.00	22.75	152.75	Paid

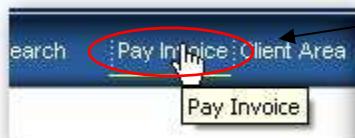
All invoices Paid or Unpaid will be shown

(Please refer to section 9 for further notes)

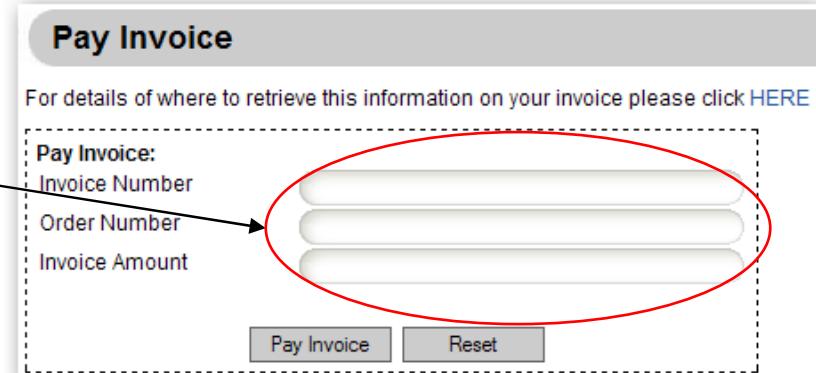
Click here to view a PDF copy of the invoice, or show the jobs on the invoice.

Single Invoice Payment

Invoices can also be paid singularly without logging into the client area, via the main navigation menu



All three pieces of information are required to complete the transaction – see next page on where to obtain the details



Pay Invoice

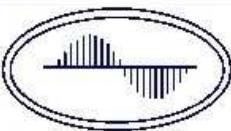
For details of where to retrieve this information on your invoice please click [HERE](#)

Pay Invoice:
Invoice Number
Order Number
Invoice Amount

Pay Invoice Reset



Example: Electroservices Invoice

Invoice:	142735									
Order No:	511/08									
Invoice Date:	20 April 2008									
Order Number		Invoice Number								
Accounts Payable										
<pre>2008/04/20 09:11:48 2008/04/20 09:11:48 2008/04/20 09:11:48 2008/04/20 09:11:48 2008/04/20 09:11:48</pre>										
Job	Asset No.	Serial No.	Line Item	Calibration Date	Class	Perd	Recall Date	Instrument	Service	Price
Branch	2008/04/20 09:11:48			21/04/2008	Sale	12	21/04/2009	Narda 376BND Coaxial Fixed Termination	NIS	£854.20
									Sub Total	£854.20
										
<div style="border: 1px solid black; padding: 5px; text-align: center;"> Invoice Amount </div>										
<div style="border: 1px solid black; padding: 5px; text-align: right;"> Net Total £854.20 Vat @ 17.5% £149.49 Invoice Total £1003.69 </div>										
<div style="text-align: center;">  BS 00840 </div>										

Revision: 2

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When the correct details are entered, the following screen will be displayed.

Process Payment

Barclaycard Business VISA MasterCard Maestro Visa Electron

Please note all transactions will be processed using Barclays ePDQ secure payment system (Please refer to Terms and Conditions for more information)

Please confirm the invoice Information is correct:

Invoice Number:	[REDACTED]
Order Number:	[REDACTED]
NETT Value:	£5781.52
VAT Value:	£1011.77
Invoice Value:	£6793.29

Make Payment

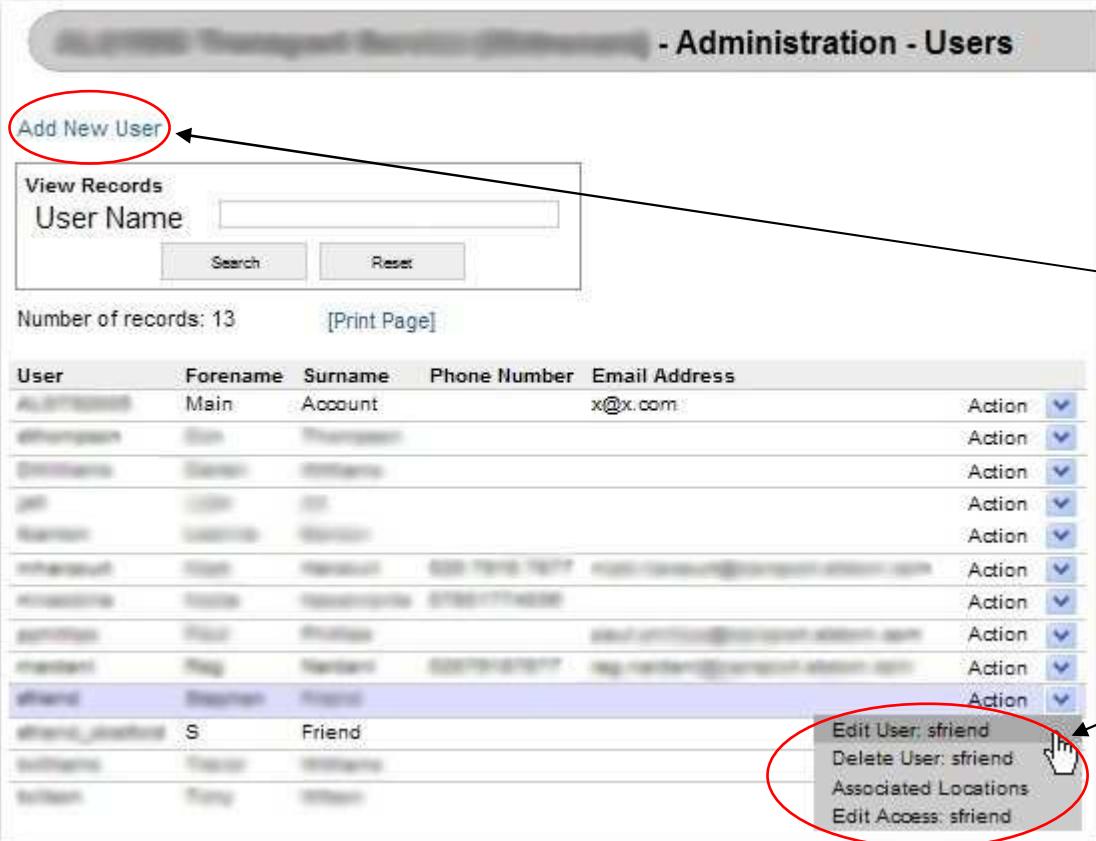
Click the **Make Payment** to proceed into Barclays ePDQ secure server for payment – as shown in section 9



Section 10 – Account Administration

In the Account Administration section, only the main Administrator account (setup by Electroservices) have the ability to access this area.

User Control



The screenshot shows a web-based application titled '- Administration - Users'. At the top left, there is a link 'Add New User' which is circled in red with an arrow pointing to the text 'The administrators can add new users to the list by clicking on the **Add New User** link in the top left hand corner. Just fill out the new users details and click accept.' Below this is a search interface with 'View Records', 'User Name' input field, 'Search' and 'Reset' buttons, and a message 'Number of records: 13' with a '[Print Page]' link. The main area displays a table of users with columns: User, Forename, Surname, Phone Number, Email Address, and Action. The 'Action' column contains dropdown menus. A specific row for a user named 'sfriend' is highlighted in purple, and its action menu is open, showing options: 'Edit User: sfriend', 'Delete User: sfriend', 'Associated Locations', and 'Edit Access: sfriend'. The 'Edit User: sfriend' option is highlighted with a red circle and an arrow pointing to the text 'Next to each user is an **Action** dropdown list, where the administrators can either edit, delete, edit access and associate locations for the user selected. **Associated locations** is a feature, which allows the administrators to grant visibility to certain locations for the user selected.'

The User Control shows a complete list of all login id's that have access to the client area, for a particular customer.

The administrators can add new users to the list by clicking on the **Add New User** link in the top left hand corner. Just fill out the new users details and click accept.

Next to each user is an **Action** dropdown list, where the administrators can either edit, delete, edit access and associate locations for the user selected. **Associated locations** is a feature, which allows the administrators to grant visibility to certain locations for the user selected.



Locations

The 'Location' page displays a list of all current locations with address details.

The screenshot shows the 'Administration - Locations' page. On the left, there is a table of locations with columns for ID, Location Name, Address, and Action. The 'Action' column contains dropdown menus with options like 'Edit', 'Delete', and 'Edit Departments'. A red circle highlights the 'Add New Location' link in the top-left corner of the main content area. A red circle also highlights the 'Edit' option in the Action dropdown for the first location in the list. A mouse cursor is shown clicking on the 'Edit' option. On the right, a 'Location Details' dialog box is open, showing fields for 'Location Name' and 'Address', with an 'Accept' button at the bottom. A red circle highlights the 'Accept' button.

ID	Location Name	Address	Action
1135	#N/A	Action
1123	Action
1119	Calibration	Action
1129	Action
1138	Despatch	Action
1122	Goods in	Action
1115	Health & Safety	Action
1114	Action
1121	Action
1117	Line1/2/3/4/5/6	Action
1118	Maintenance	Action
1127	Manufacturing	Action
1133	Marketing	Action
1111	MDL	Action
1138	Action
1125	Action
1112	PCB	Action
1110	Preform	Action
1126	Process	Action
1128	Production	Action

From the **Action** dropdown list, the administrators have the ability to edit, delete or edit the selected locations departments.

New locations can be added to the list by clicking on the **Add New Location** link in the top left hand corner. Just fill out the new location details and click accept.



Change Password/Contact Details

Administration - New/Edit User

Home | Jobs | Actions | Transport | Documents | Assets | Accounts

User Details

Username:

Forename:

Surname:

Phone Number:

Email Address:

View Recalls in Advance (Weeks):

Automated E-mail reminders

Automated E-mail Completed Weekly Job Summary

Attach Certificates to Weekly Job Summary

User Password

Password:

Retype Password:

Every user can change their own contact details from here.

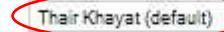
Click the check box for automated email reminders – Recalibration Required, they will be sent once a week and show all assets that have expired or about to expire within the number of weeks shown here.

Users can have an emailed summary of completed jobs – weekly and a zip file of PDF certificates if required.



Section 11 – New Enquiry

- New Enquiry

To: Thair Khayat (default) 

From: Steve

Subject:

Enquiry Details

[enquiry details]

Send Enquiry **Cancel**



The same way you would normally send an email, select from the drop list who the recipient is. Add a subject, type in your enquiry and click **Send Enquiry**.

Sent Enquiries

The Sent Enquiry page is basically a table that displays the history of all enquiries that have been sent to Electroservices via the web site.

- Sent Enquiries

Number of records: 7 [\[Print Page\]](#)

Sent	To	Subject	Content
2009-04-29 07:35:26		RE: Repair Quote T241960	Please PROCEED with the repair of job T241960 Please note that the 4500154899
2009-04-29 07:41:59		RE: Repair Quote T242820	Please PROCEED with the repair of job T242820 Please return un-repa
2009-04-29 07:49:52		RE: Repair Quote T245382	Please PROCEED with the repair of job T245382 The original purchas
2009-06-12 08:29:43	thair.khayat@electro- services.com	T228095	Please PROCEED with the repair of job T228095 The original purchas
2009-06-12 08:43:59	thair.khayat@electro- services.com	***** T245382 *****	I notice that against outstanding actions, T245382 is still awaiting a res Quote T245382 Please PROCEED with the repair of job T245382 The 4500156012
2009-06-12 08:49:57		RE: Repair Quote T242820	Please PROCEED with the repair of job T242820
2009-06-12 09:39:10		RE: Repair Quote T242820	Please PROCEED with the repair of job T242820



Section 12 – Technical

Scripting : The site has been designed and developed to run without the requirement of any “client side” specific scripting e.g., JavaScript or VBscript (there are places where client scripting is utilised, and if the client is setup, can improve the user experience if desired)

Resolution : Whilst best viewed at a desktop resolution of 1024x768 – this is not mandatory but again recommended for an improved user experience

Browser : The site uses style sheets for the design, whilst we recommend Firefox 3.x it has been tested with Internet Explorer 5, 6 and 7; Firefox 3.x, 4.x and 5.0, Google Chrome, Opera and K-Meleon – please note certain graphical elements do vary slightly between applications and versions, but all functionality is complete through all specified applications.

Security : The site uses Blowfish data encryption for the cookies

Cookies : The users session data (i.e., logon verification), is stored in a cookie on the client pc, this is mandatory for use of the client area, please note no personal or identifiable information is collected from these cookies by Electroservices – please read the Privacy Policy for more information

Database : Electroservices use MySQL Relational database for speed, reliability and scalability

Payments : Client details for Credit Card payments are **NOT** collected or stored in any form by the Electroservices website – please refer to the latest Terms and Conditions and Privacy Policy on the website for full details

Section 13 – Document Version History

Revision	Status	Date	Change	Author
1	Issued	15/06/2009	Amended to include full website functionality	TBP
2	Revised	01/07/2011	Site redesign, images amended	TBP

